

**Cedarville University Advancement Division
Student Personnel Job Description**

Date: YYYYY, mm

Position Title: Phonathon Student Caller

Department: Cedarville Fund
Division: Advancement
FSLA Designation: Part-time/Student
Reports to: Annual Giving Officer

Position Summary

This position solicits funds from alumni, current donors, friends of the University, and prospective donors by phone.

Responsibilities

1. Completing a minimum of two shifts per week (exceptions may be allowed by permission of the Annual Giving Officer)
2. Establishing voice-to-voice contact with donors and prospective donors.
3. Soliciting donations
4. Averaging a minimum of 10 contacts per shift
5. Averaging a minimum of 25 calls per hour
6. Completing all shift documentation promptly and efficiently
7. Maintaining excellent professional competence

Qualifications

1. Previous phone, fundraising, or sales experience
2. Passion for Cedarville University
3. Excellent communication and phone skills
4. Proficient keyboarding skills
5. Interest in speaking with donors and prospective donors
6. Excellent attention to detail
7. Ability to remain focused on tasks
8. Self-motivated, energetic, personable, reliable, resilient, and assertive
9. Experience with databases preferred

Evaluation

1. Number of phone calls, contacts, and pledges made shift
2. Completeness of shift documentation when contact is made
3. Ability to effectively solicit and receive pledges
4. Reliability, professionalism, and commitment
5. Observations by Annual Giving Officer and shift supervisor